



Manpower Update Report

Catering Industry

2018

Catering Industry

ACKNOWLEDGEMENT

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Introduction

Background

The HOTB of the Vocational Training Council (VTC) is appointed by the Government of the Hong Kong Special Administrative Region (HKSAR) to be responsible for, among other duties, determining the manpower situation and training needs of the hospitality industry which encompasses the catering, hotel and tourism sub sectors.

Following a rationalisation exercise in 2017, a new approach for conducting manpower survey is adopted to enhance

effectiveness and better reflect the dynamics of the industry's manpower situation. The new approach is to conduct full manpower survey for each industry once every four years, supplemented by periodic information updates through focus group and desk research.

The HOTB completed a full manpower survey on the catering industry in 2015. Two manpower update reports will be prepared during the period between 2018 and 2021. A focus group meeting of the catering industry was conducted under the HOTB on 26 February 2018 to collect views about the latest manpower

situation and training needs from industry practitioners. Desk research had also been performed to capture recruitment information including job vacancies of principal jobs, salary offered and qualification requirements in the industry for the period from April 2017 to March 2018.

This is the first manpower update report of the catering industry which mainly covers the findings obtained from the aforementioned focus group meeting, supplemented by the information acquired from the desk research for reference purpose.

Objectives

The objectives of this manpower update report of the catering industry are to understand the following issues of the industry:

- (i) Latest trends and developments;
- (ii) Manpower demand and training needs;
- (iii) Recruitment difficulties; and
- (iv) Suggestions on easing manpower shortage.

Methodology

Overview

With reference to the 2015 full manpower survey, this update report further constructs the qualitative descriptions of the recent developments of the industry through a focus group interview supplemented quantitatively by a desk research, i.e. vacancy advertisements collected from April 2017 to March 2018.

The focus group was intended to collect experts' perspectives on the catering industry's manpower market in the catering industry with a view to reflect the latest trend of the industry's manpower and training needs. Focus group members were selected from the different sectors of the industry with trusted knowledge of manpower situation of their individual sectors and respective understanding of the industry. To enhance the efficiency in collecting views, the size of the focus group was limited to eight persons.

The information of the desk research, consisting of vacancy advertisements, monthly salary ranges and academic qualifications required, was obtained on a quarterly basis from major recruitment channels commonly used by the general public. An integrated database was developed from various sources of data, such as the Hong Kong Government, professional bodies, and large and

prominent advertising agencies. The information collected was consolidated annually.

Selection of Focus Group Participants

The target participants of the focus group represented the following branches of the catering industry:

- (a) Chinese restaurants;
- (b) Restaurants other than Chinese;
- (c) Fast food shops;
- (d) Beverage serving places;
- (e) Event catering and other meal / food service activities; and
- (f) Private clubs registered under the Club Managers' Association of Hong Kong

Data Analysis

The focus group meeting was designed to cover a range of industry manpower issues as aforementioned. The meeting was recorded and transcribed to facilitate analysis.

For the desk research, over 7,300 recruitment records were collected during the research period. Mapping was made with the list of related companies under the Hong Kong Standard Industrial Classification for removal of any duplicated records. An overview of manpower demand, monthly salary offered and qualification requirements could therefore

be acquired.

After the above qualitative and quantitative analysis, the findings and recommendations were augmented and endorsed by the HOTB.

Limitations

Different from the extensive quantitative manpower survey performed in 2015, this update report aims to discover the emerging themes in the manpower development of the industry. The employment trends and behaviour, recruitment difficulties, insights and observations from the stakeholders'

experience were captured through this focus group and desk research. While the update report has adopted the qualitative approach of focus group discussion which covered a controlled selection of stakeholders, it might not be generalised to the entire population. Desk research that gathered information of job vacancies from advertisements in major recruitment websites and the Labour Department, also might not be exhaustive for a complete quantitative analysis. The data collected were snapshots of a particular point in time during the report period. They were only used as reference supplementary to the observations of the focus group.

Key Findings

Factors Affecting the Development of the Industry

Latest Trends

Background

As an international metropolis facing evolving impacts from near and afar, the catering industry of Hong Kong has diversified. It is no longer dominated by a specific sector, instead, to live up to its renowned reputation as a 'Gourmet Paradise', an exotic array of local and international cuisines, ranging from traditional street snacks to Michelin-starred fine dining, are available for locals and visitors. Moreover, with an

enhanced quality of life, fine wines and spirits, and specialty coffee / tea are appreciated by different age groups. Whilst individual customer segments still opt for personalised service, the Millennials and subsequent generations prefer to manage the customer service cycle online or in a mobile-optimised manner. Furthermore, customers are becoming more knowledgeable and increasingly looking for healthy diets, concern about safe and hygienic food sources and distribution channels, and conscious in different environmental issues when making food and beverage choices.

Business Mode

To make the operations more manageable with limited manpower, restaurant operators simplify menus with fewer items; besides, self-service and semi-service are heading into varied types of industry establishments. To streamline production and to alleviate the workload, central kitchen is becoming popular. This is especially the case with large catering groups, which resources allow for large-scale automation applications. Outsourcing is also one of the trends to ease manpower shortage especially for manual functions such as dish washing / cleaning tasks.

Manpower

Similar to other industries, manpower shortage, especially at the operational level, has always been the most critical issue.

People nowadays value work-life balance, they look for flexibility, choices and autonomy in their careers. More full-time posts are being converted to part-time posts, flexible work assignments and schedules as well as tailored remuneration packages are available to match these expectations.

As inspired by TV foodie shows and international culinary competitions, youngsters may aspire to be professionals in the industry such as Master Chefs, sommeliers, baristas, desserts and pastries specialists, etc. and / or to start up their own businesses and eventually become entrepreneurs. Other popular trending jobs include event / wedding / banquet planners and co-ordinators, and Masters

of Ceremony for these events.

Technology

In the light of rapid technological development, the application of technology in the catering industry has become increasingly common. Some of the trending applications are spotted as follows:

Back-of-the-house

Smart kitchen devices and automated service systems help improve efficiency and ease manpower demand for food production and service support behind the scene, e.g. mechanical wok for frying, robots for preparing to plating food and beverages, automated dish-washing system etc.;

Front-of-the-house

From table reservation to bill settlement, or for home / office food delivery, seamless apps via customers' mobile and / or electronic devices provided by the eating establishments enable an integrated customer service experience and at the same time saves manpower at the frontline operations; and

Big Data

The industry is at its elementary stage in integrating sets of big data for pursuing business objectives.

Some focus group members have been capturing customer data for marketing and promotion purposes but they are aware that more sophisticated usage

of the big data should be applied to strategic business planning and development purposes, such as opening branches at optimal locations, and scheduling manpower with specific skill sets for maximising business revenue at different operating hours.

Public Policy

Initiatives

The HKSAR Government and relevant stakeholders of the catering, tourism and hotel industries have been promoting various dining, dining and tourism related initiatives for furthering the development and sustainability of these interdependent industries. With our close ties with the Mainland, the “Belt and Road” and “Greater Bay Area” initiatives which aim at improving trade and relations with Eurasian countries and neighboring cities, and having regard to various business collaborations and infrastructure projects in place, more business and leisure arrivals are expected. Whilst benefiting the local catering industry, more frequent movements and exchanges of industry talents, knowledge and expertise within and among the areas can be expected.

Subsidies

- (i) Taking into account the hardship faced by the related trades and industries, in the Financial Secretary's 2017-18 Budget, short term measures were introduced to

waive the license fees for restaurants and hawkers for one year (1st July 2017 to 30th June 2018). Whilst alleviating part of the operating costs, it might have attracted more competition from new operators and thus stressed the manpower supply further.

- (ii) The industry appreciated the Technology Voucher Programme (TVP) launched by the HKSAR Government in 2016 which aimed at subsidising local small and medium enterprises (SMEs) in using technological services and solutions to improve productivity. However, it was opined that the complicated application procedures and the difficulties in fulfilling some of the application requirements might have limited the otherwise higher usage of this funding.

Statutory Minimum Wage and Standard Working Hours

With the statutory minimum wage in force, the catering industry lost manpower to other industries, e.g. security services and property management, as jobs in these industries are perceived to be relatively less demanding. Furthermore, there will be cost implications and intensified manpower supply concerns if standard working hours and overtime paid are to be enforced.

Future Manpower Demand

Continuous Demand of Quality Manpower

In view of the anticipated increased number of tourists and business arrivals, together with the changing lifestyles and eating habits of the locals, the catering industry is expected to have a positive future and there will be a continuous demand of quality manpower to support the growth and development of the catering industry.

Balancing technology and industry basics

The industry is progressing from operating on traditional business models to adopting a wider application of technology and automation. Even though some catering establishments are willing to invest, the desired industry-specific technological expertise and quality data analytics for big data are not widely available yet.

Demand for business management tools leveraging on iCloud technology, 3D printing for food designing, research and development for enhancing food preparation and production, quality and quantity control as well as automating operations and service delivery for adding value to the whole business cycle will be on the rise. Professional careers including menu engineers, product and service specialists, food consultants will be on offer. Though applications of

technology and automation are increasing and have changed the scene of the industry gradually; however, it is yet to be a complete paradigm shift. The industry still needs staff to support specific work processes and to serve customers which professional culinary expertise, food and beverage knowledge and customer service skills remain as the underlying elements. Talents are required for synchronising the basics of the industry and the evolvments brought about by technological and manpower changes. In this regard, 21st Centuries capabilities including vocational and design thinking, creativity, critical analysis and problem solving skills for achieving a seamless transition would be required.

Recruitment Difficulties

Industry personnel indicated that the existing manpower supply would not be able to meet its current and future market demand as they have been encountering the following challenges in recruiting and retaining employees:

Limited manpower supply

The ageing population with low birth rates lead to an overall shortage of manpower. With continuous low unemployment rate in Hong Kong, different industries are competing for manpower, in particular for operative level staff.

Attracting young talents to join the industry continues to be a challenge. Due to societal and demographic changes, it is easier for youngsters to obtain higher academic qualifications as many families can afford their children to continue with higher education attainment rather than join the workforce after secondary school education. These graduates have lots more career choices with abundant job opportunities available on the market.

Retaining existing employees is another challenge as they may choose less demanding jobs such as retail sales, property management and security guards.

A shift of values

Globally and locally, the life values of people have changed immensely during the past few decades and particularly for the younger generations, other than the call for work-life balance, careers that support their 'lifestyles' are important. Jobs with flexible schedules, happy, healthy and stylish working environment, fast career advancement and/or entrepreneurship opportunities would be preferred.

Misconception about the industry

A professional image of the industry and the post would be determinants in choosing a career. At the moment, the

image projected by the catering industry can be further enhanced. Though with bright industry prospects and positive advancement opportunities, the service nature and working conditions of the industry, such as long working hours and physically demanding work, are considered to be less than optimal when comparing with other options available. These affect new talents' interest in joining the industry.

Desk Research Findings

The desk research shows some 7,300 vacancy advertisements (Full-time around 70%; Part-time around 30%) of the catering industry placed during the period from April 2017 to March 2018. The majority of the vacancy advertisements was recorded for the Operative level (Full-time around 60%; Part-time around 26%) with the branch 'Restaurants other than Chinese' hiring the most (Full-time around 35%; Part-time around 14%). In this connection, the majority of the vacancy advertisements, for both full-time and part-time, were noted for the three types of posts: (i) Receptionist / Hostess / Waiter / Waitress (ii) Kitchen Helper / Cleaner etc (iii) Cook / Baker / Pastry Cook. Details of the number of vacancy advertisements of popular recruitment sources by job levels, branches, monthly salary and academic qualifications required are at Appendices (a), (b), (c), and (d).

RECOMMENDATIONS

Training Needs

For in-service practitioners:

(i) Updating and Upgrading

Consumers are becoming increasingly knowledgeable and sophisticated. They look for an enhanced total customer experience. In person or via digital platforms, customers may enquire the origins of the food and beverages and even details such as the boiling point of oil used by the establishment. Training on up-to-date industry and product knowledge with professional communication and interpersonal skills will be required. Furthermore, to support the aforementioned industry-related trends and developments, knowledge and skills on events co-ordination/management, food science, hygiene and safety, quality assurance and environmental issues relevant to the industry are in demand.

Acknowledging that the trends and economic developments are rarely static, other than in-service practitioners, Vocational and Professional

Education and Training (VPET) teachers / instructors are required to continually keep conversant with changes and innovations of the industry. Industrial attachment is suggested for serving teachers / instructors to refresh their industrial skills and knowledge such that they can upkeep their professional knowledge and skills, which in return will contribute to the teaching quality.

(ii) Flexible programmes for in-service practitioners

In view of different work schedules and specific job requirements, the education and training institutes should tailor training programmes with high flexibility in course duration, modes of study, choice of modules etc. for in-service practitioners' upgrading and continuous development purposes.

For pre-employment students:

- (i) Enhancement of training programmes

Digital literacy will be essential in the technological era. Training and education institutes should tailor subjects on modern technology towards the direction of analysing and application of big data for meeting strategic business objectives; research and development on industry-specific technological applications on refining all stages of back-end to front-end operations.

Other than increasing practical training hours, the industry and educational institutions to join hands for equipping and assessing students in real-life working environment. By doing so, they can contribute to the industry during the learning process and can readily apply their learning to the workplace upon graduation.

Prominent industry practitioners could assist in promoting the industry to the youngsters by taking up roles as guest lecturers / speakers and to share topics of interest covering the updated trends / developments and the positive prospects of the

industry to attract and retain talents.

Measures to Ease the Problem of Manpower Shortage

The following suggestions can be considered for easing the problem:

Image uplift

The tripartite efforts by the HKSAR Government, industry personnel and education / training institutions to market and promote the positive image and bright prospects of the industry would contribute to attracting young talents. In particular, exemplary industry personnel could act as mentors and be role models for easing youngsters into the industry.

The Government and the employers should further encourage the industry practitioners to enhance the professionalism and competitiveness of the workforce by promoting and supporting continuing education and life-long learning which are based on the Qualifications Framework (QF). In-service practitioners should further make use of the Recognition of Prior Learning

mechanism for professional qualifications upgrading with support from the Government and employers.

Work Atmosphere

To attract potential young talents to join the industry and to retain quality employees, creativity and flexibility can be employed to tailor employment packages for achieving a win-win situation, such as 3-hour and hourly shifts, bidding of shifts among staff etc. Other than offering more flexible working hours, improved working conditions and better remuneration packages are required to stay competitive in attracting talents. Stylish working environments such as smart-looking uniforms, 'Bring your own device' for staff communications and bidding for rosters. Happy and lively working atmosphere may contribute to enhancing staff engagement and attract peers to join the establishment.

Industry-specific Technology and Automation

To streamline operations and save operational manpower, the industry should gear towards wider application of industry-related technologies and

automation of services. Intelligent cooking aids with ergonomics design and automated systems enhance efficiency, effectiveness and reduce injuries and make some of the jobs less demanding and thus become more appealing to potential employees including females and the mature workforce. In this regard, Government's support in assisting the industry to transform effectively is strongly urged.

Jobs Restructuring

Streamlining the production process saves manpower and ease management of operations.

Breaking down a specific job into different parts and assign the easier functions to part-timers while full-time staff are to handle the more complicated ones. Staff wastage, training time and efforts are therefore reduced.

Retirement age

The Government and employers to consider extending the retirement age and to support training and re-training the qualified mature citizens in joining the catering industry.

**Number of Vacancy Advertisements of Recruitment Sources
from 2nd Quarter 2017 to 1st Quarter 2018 by Job Levels**

Full-time

Sector	Managerial	Supervisory	Operative	Administrative and Others	Total
Chinese Restaurants	9	74	361	24	468
Restaurants other than Chinese	175	276	2,618	58	3,127
Fast Food Shops	36	27	455	3	521
Beverage Serving Places	27	8	163	7	205
Event Catering and Other Meal / Food Service Activities	49	33	662	15	759
Private Clubs under the Club Managers' Association of Hong Kong	33	49	239	8	329
Total	329	467	4,498	115	5,409

Part-time

Sector	Managerial	Supervisory	Operative	Administrative and Others	Total
Chinese Restaurants		9	107	1	117
Restaurants other than Chinese	5	17	1,004	2	1,028
Fast Food Shops		2	264	3	269
Beverage Serving Places	1	1	85		87
Event Catering and Other Meal / Food Service Activities			407	3	410
Private Clubs under the Club Managers' Association of Hong Kong			51		51
Total	6	29	1,918	9	1,962

(Full-time and Part-time) **Total:** 7,371

**Number of Full-time Vacancy Advertisements of Popular Recruitment Sources of Principal Jobs from
the 2nd Quarter 2017 to 1st Quarter 2018 by Branches**

Job Level	Principal Job	Chinese Restaurants	Restaurants other than Chinese	Fast Food Shops	Beverage Serving Places	Event Catering and Other Meal / Food Service Activities	Private Clubs under the Club Managers' Association of Hong Kong	Total
Managerial	Human Resources Manager/ Personnel Manager/ Training Manager/ Learning and Development Manager	4	14	3	5	3	3	32
	Chief Accountant/ Controller/ Financial Controller/ Finance Director	2	2				1	5
	Purchasing Manager		6	2				8
	Business Manager / Sales Manager	1						1
	Food and Beverage Director/ Food and Beverage Manager/ Assistant Food and Beverage Manager		8	2	1	10	1	22
	Restaurant Manager/ Banquet Manager	2	63	18	6	28	17	134
	Marketing Manager/ Director of Marketing and Communications/Digital Media Manager		15	1	5			21
	Executive Chef/ Executive Pastry Chef/ Director - Culinary Operations		1	4	4	2	3	10
	Sous Chef		29	4	5	4	4	46
	Pastry Chef		18	2	5	2	1	28
Specialty Chef/ Cook for Asian/ Exotic cuisine (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)		19				3	22	
Sub-total		9	175	36	27	49	33	329
Supervisory	Human Resources Officer/ Personnel Officer/ Training Officer/ Learning and Development Officer	3	22	9	2	6	1	43
	Accounts Supervisor (e.g. payable / receivable)		10	1		1		12
	Store Supervisor	4						4
	Maintenance Supervisor/ Technical Supervisor						6	6
	Captain/ Supervisor/ Service Supervisor	66	161	15	2	16	37	297
	Public Relations Officer/ Digital Media Officer		1					1
	Security Manager		2				1	3
	Beverage/ Bar Manager		12		1		3	16
	Restaurant Supervisor		20			2		22
	Food and Beverage Controller/ Cost Controller		15		2	5		22
	Sales Supervisor		2	2		1		5
	Barbecue Cook	1						1
Garde Manger/ Senior Cook		31		1	2	1	35	
Sub-total		74	276	27	8	33	49	467
Operative	Cook/ Pastry Cook/ Baker		710	190	30	190	28	1,148
	Dim Sum Fryer/ Steamer/ Dim Sum Cook (e.g. dough handler, content mixer)	8						8
	Engineering Craftsman						1	1
	Specialty Cook (e.g. Japanese, Thai, Indian, Vietnamese, Korean, Singaporean and Malaysian cuisine)	6						6
	Junior Cook/ No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)		54	2	3	5	11	75
	Security Officer		13				9	22
	Food and Beverage Storekeeper/ General Storekeeper/ Store and Receiving Clerk						1	1
	Sommelier		5		2		1	8
	Telephone Operator					1		1
	Kitchen Helper/ Cleaner/ Dishwasher/ Steward/ Pantry Server/ Washroom Attendant/ Pantry Helper	101	591	125	11	188	40	1,056
	Bartender/ Barman/ Barista/ Soda Fountain Captain/ Bar Helper	28	273	45	58	61	15	480
	Receptionist/ Hostess/ Waiter/ Waitress	187	850	47	58	165	129	1,436
	Junior Waiter/ Junior Waitress		8				4	12
	Cashier	31	114	46	1	51		243
	Delivery Staff/ Take-Away Service Staff					1		1
Sub-total		361	2,618	455	163	662	239	4,498
Administrative and Others	Accounting Clerk/ General Cashier/ Food and Beverage Cashier	11	15	2	5	9		42
	Human Resources Clerk/ Personnel Clerk/ Personnel Assistant/ General Office Clerk/ Human Resources Assistant	3	7			1		11
	Store and Receiving Clerk/ Purchasing Clerk/ Quality Control Clerk		10	1		3	6	20
	Secretary		10		1	1	1	13
	Typist/ Office Assistant/ Messenger/ Runner	10	16		1	1	1	29
Sub-total		24	58	3	7	15	8	115
Total		468	3,127	521	205	759	329	5,409

**Number of Part-time Vacancy Advertisements of Popular Recruitment Sources of Principal Jobs
from 2nd Quarter 2017 to 1st Quarter 2018 by Branches**

Job Level	Principal Job	Chinese Restaurants	Restaurants other than Chinese	Fast Food Shops	Beverage Serving Places	Event Catering and Other Meal / Food Service Activities	Private Clubs under the Club Managers' Association of Hong Kong	Total
Managerial	Restaurant Manager/ Banquet Manager		3					3
	Sous Chef		1		1			2
	Pastry Chef		1					1
Sub-total		0	5	0	1	0	0	6
Supervisory	Store Supervisor	3						3
	Captain/ Supervisor/ Service Supervisor	6	7	2				15
	Beverage/ Bar Manager		4		1			5
	Restaurant Supervisor		2					2
	Garde Manger/ Senior Cook		4					4
Sub-total		9	17	2	1	0	0	29
Operative	Cook/ Pastry Cook/ Baker		86	29	6	60	16	197
	Junior Cook/ No. 4 Cook and Below (e.g. butchery, barbecue, stove, vegetable, dim sum, congee, noodle, cold food)	4	19	3				26
	Kitchen Helper/ Cleaner/ Dishwasher/ Steward/ Pantry Server/ Washroom Attendant/ Pantry Helper	31	297	110	18	167	4	627
	Bartender/ Barman/ Barista/ Soda Fountain Captain/ Bar Helper	3	59	29	21	17	2	131
	Receptionist/ Hostess/ Waiter/ Waitress	66	504	67	39	134	24	834
	Junior Waiter/ Junior Waitress		1					1
	Cashier	3	38	26	1	29	5	102
Sub-total		107	1,004	264	85	407	51	1,918
Administrative and Others	Accounting Clerk/ General Cashier/ Food and Beverage Cashier			2				2
	Store and Receiving Clerk/ Purchasing Clerk/ Quality Control Clerk			1				1
	Secretary					1		1
	Typist/ Office Assistant/ Messenger/ Runner	1	2			2		5
Sub-total		1	2	3	0	3	0	9
Total		117	1,028	269	87	410	51	1,962

Number of Full-Time Vacancy Advertisements from Popular Recruitment Sources from 2nd Quarter 2017 to 1st Quarter 2018 by Monthly Salary Range

Sector	Job Level	< \$10,000	\$10K - \$15K	\$15K - \$20K	\$20K - \$30K	\$30K - \$40K	\$40K - \$60K	> \$60K	Unspecified	Total
Chinese Restaurants	Managerial		1	5	2				1	9
	Supervisory		37	31	5				1	74
	Operative	28	252	51	5				25	361
	Administrative and Others	3	12	3					6	24
Sub-total		31	302	90	12				33	468
Restaurants other than Chinese	Managerial		51	56	37	10	10	4	7	175
	Supervisory		171	71	12	2		4	16	276
	Operative	170	1,923	371	45	1		12	96	2,618
	Administrative and Others	3	41	6	6				2	58
Sub-total		173	2,186	504	100	13	10	20	121	3,127
Fast Food Shops	Managerial		18	7	8	1	2			36
	Supervisory		22	1	1				3	27
	Operative	50	283	94	10		1	2	15	455
	Administrative and Others		2		1					3
Sub-total		50	325	102	20	1	3	2	18	521
Beverage Serving Places	Managerial		10	10	5	1	1			27
	Supervisory		4	3	1					8
	Operative	12	118	28			2		3	163
	Administrative and Others		6		1					7
Sub-total		12	138	41	7	1	3		3	205
Event Catering and Other Meal / Food Service Activities	Managerial		22	14	7	2	1	2	1	49
	Supervisory		21	5	1	1			5	33
	Operative	77	460	79	1		1	2	42	662
	Administrative and Others	3	8	2	1				1	15
Sub-total		80	511	100	10	3	2	4	49	759
Private Clubs under the Club Managers' Association of Hong Kong	Managerial		6	6	5	5	6	1	4	33
	Supervisory		16	17	9		1		6	49
	Operative	6	134	66	10		1		22	239
	Administrative and Others	1	4	1	1	1				8
Sub-total		7	160	90	25	6	8	1	32	329
Total		353	3,622	927	174	24	26	27	256	5,409

Number of Full-Time Vacancy Advertisement from Popular Recruitment Sources from 2nd Quarter 2017 to 1st Quarter 2018 by Qualification Requirements

Sector	Job Level	Post Graduate	University Degree	Sub-Degree	Diploma or Certificate	Upper Secondary	Lower Secondary	Primary	No Requirements	Unspecified	Total
Chinese Restaurants	Managerial		2	2	1	1				3	9
	Supervisory		1			7	52	2	8	4	74
	Operative			1		24	98	21	211	6	361
	Administrative and Others			3		10	7		1	3	24
Sub-total			3	6	1	42	157	23	220	16	468
Restaurants other than Chinese	Managerial	1	34	17	4	28	15	3	15	58	175
	Supervisory	1	13	22	1	46	64	3	42	84	276
	Operative			29	5	253	520	231	1,355	225	2,618
	Administrative and Others		4	15	4	19	4	1	2	9	58
Sub-total		2	51	83	14	346	603	238	1,414	376	3,127
Fast Food Shops	Managerial		7	8		10				11	36
	Supervisory		6	3		3	7	1	3	4	27
	Operative					21	162	44	202	26	455
	Administrative and Others					3					3
Sub-total			13	11		37	169	45	205	41	521
Beverage Serving Places	Managerial		11			6		1	2	7	27
	Supervisory		2			1	1		1	3	8
	Operative			4		61	33	4	40	21	163
	Administrative and Others			2		3				2	7
Sub-total			13	6		71	34	5	43	33	205
Event Catering and Other Meal / Food Service Activities	Managerial		7	8		29	2		1	2	49
	Supervisory		2	8		14	2	1	5	1	33
	Operative			10		58	105	69	366	54	662
	Administrative and Others		1	3		6	1	1		3	15
Sub-total			10	29	0	107	110	71	372	60	759
Private Clubs under the Club Managers' Association of Hong Kong	Managerial		5	4	1	7	1			17	33
	Supervisory			4	3	21	2		2	15	49
	Operative	1		22	5	92	6	5	41	67	239
	Administrative and Others			1		3				4	8
Sub-total		1	5	31	9	123	9	5	43	103	329
Total		3	95	166	24	726	1,082	387	2,297	629	5,409